

Key Customer Service Standards - Performance Monitoring - 2021/2022													
Period	Telephone Standards						E-mail Standards			Face to Face Standards		Written Complaints	
	No. of Incoming Calls	% of Calls Answered within 20 Seconds	No. of Incoming Calls - Contact Centres	% of Calls Answered within 20 Seconds - Contact Centres	% of Calls Answered within 20 Seconds - Revenues	% of Calls Answered within 20 Seconds - Benefits	No. of Emails	% Acknowledged within 1 Working Day	% Replied to within 8 Working Days	No. of Customers (Sample)	% Served at the Enquiry Desk in less than 20 minutes	No. of Complaints Received (Stage Two)	% Responded to within 15 Working Days
Target		93%		75%	65%	78%		100%	100%		99%		97%
April to June	23,152	88%	21,489	65%	78%	94%	6,598	100%	99%			71	96%
Quarter 1 Cumulative	23,152	88%	21,489	65%	78%	94%	6,598	100%	99%			71	96%
July to September	22,050	89%	20,153	77%	80%	89%	6,076	100%	99%	No monitoring undertaken due to Covid-19 pandemic arrangements		80	96%
Quarter 2 Cumulative	45,202	89%	41,642	71%	79%	92%	12,674	100%	99%			151	96%
October to December	21,037	92%	16,600	75%	85%	94%	5,290	100%	99%			56	96%
Quarter 3 Cumulative	66,239	90%	58,242	72%	81%	92%	17,964	100%	99%			207	96%
January to March	24,505	95%	18,516	60%	80%	92%	8,054	100%	100%	No monitoring undertaken due to Covid-19 pandemic arrangements		53	74%
Quarter 4 Cumulative	90,744	91%	76,758	69%	81%	92%	26,018	100%	99%			260	91%